



INDRAPRASTHA GAS LIMITED

TENDER DOCUMENT

FOR

**STANDARD AND SPECIAL METER READING COLLECTION
ACROSS DELHI-NCR**

TENDER DOCUMENT NO. IGL/ET2/CP/CP18375

**PART - II OF II
TECHNICAL VOLUME**

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SECTION I

SCOPE OF WORK

STANDARD METER READING

1.0 OPERATION REQUIREMENT

- 1.1 At present, IGL is having approximately 19.5 lakh PNG Domestic Customers spread across Delhi NCR. The numbers are expected to grow in the coming time by approx. 2.5 lakh per year. PNG Domestic customers retail billing shall be done on quadrimester basis. The customers are divided into four portions of 28 days each for Delhi-NCR region. In other GAs, the portion division may vary.
- 1.2 Note: The Portion size and numbers may increase/decrease depending upon the IGL requirement. In case of such scenario, service provider shall be acknowledged about this 15 day in advance.
- 1.3 Meter reading of IGL installed gas meters at customers' premises is required for billing purpose. Meter readings are being collected through the following methods:
- Meter reading through Customized Smart Phone Based "Meter Reading Application".
 - Apart from this, presently there are approx. 21 thousand Industrial & Commercial customers. The meter reading cycle is 15 days (for large I&C customers) and 30 days (for small I&C customers).

2.0 DEFINITIONS

The meter reader, upon visiting the customer's premises, would observe mainly the following cases:

- Normal Case - The meter reader is able to collect the meter reading of the customer successfully.
- Premises Lock Case - The meter reader finds that either meter cannot be accessed/ reached for meter reading collection at customer premises or customer premises is locked.
- Temporary Disconnection (Without Device Removal) - The customer has opted for temporary disconnection without device removal. The meter reader shall nevertheless collect the meter reading.
- Temporary Disconnection (With Device Removal) – the customer has opted for temporary disconnection with device removal. The service provider shall arrange audit team to visit such cases and submit its report along with meter running status (running / not running). Visits against such cases shall be subtracted from the allotted cases in each portion.
- Permanent Disconnection – Meter Reader finds that permanent disconnection has been done at customer premises. The Service Provider shall report such cases along with suitable documentary evidence viz. photographs, GIRM sheet etc. to IGL in their exception report. The meter reading unit rate for such cases shall be applicable subject to verification from IGL PNG-O&M team.
- Meter Change Cases - The customer's meter has been changed recently. The meter reader shall collect the meter reading and note the new meter number for rectification of records.
- Incorrect Meter Number - If the actual meter number doesn't match with the data provided by IGL for meter reading collection, the service provider shall forward the list of such cases to IGL for rectification in each portion. The meter reading unit rate for such cases shall be applicable subject to verification from IGL team.
- Meter defective (Smoky Meter/Meter Number not clear/Paper problem in Index/damage) - The customer's meter is found to be defective by the meter reader. The meter reader must report the same to IGL appropriately. The meter reading unit rate for such cases shall be applicable subject to verification from IGL team.
- Tampering with Meter/ Malpractices - The customer's meter is found to be tampered with. The meter reader shall forward the details of such customers to IGL.
- Negative Consumption (applicable for basic meter reading) - The customer's current meter reading is lower than previous meter reading. The meter reader shall collect the latest meter reading and forward the details to IGL. The meter reading unit rate for such cases shall be applicable subject to verification from IGL team.
- Zero consumption (applicable for basic meter reading) - An exception report (format as prescribed by IGL) to be prepared and sent to Marketing in case the customers current reading is same as previous. The meter reading unit rate for such cases shall be applicable subject to verification from IGL team. GIS tagged photograph of meter where date, time and co-ordinates are mentioned clearly.
- Leakage in Pipeline Installation: While collecting the meter reading, if the meter reader observes any leakage in the pipeline stream of IGL, then the service provider shall immediately inform about the same to IGL.

- 2.13 Address not found case/Incorrect Address: in case address is not found by meter reader, then meter reader in coordination with Project manager and team leader to connect with Customer and collect meter reading. Service Provider shall provide correct address against such cases to IGL in report for update.
- 2.14 Awkward location of meter: In case meter is installed at place where reading could not be collected due to its unreachable location. Service provider shall submit clear picture of such cases with suitable reasoning. Such cases shall be considered for meter reading unit rate subject to verification from IGL team.
- 2.15 The Service Provider shall provide the observations w.r.t. the above mentioned cases after completion of meter reading activity, to IGL in a format as prescribed by IGL. The above mentioned list of scenarios is subject to change as per the requirement subject to approval from EIC.

3.0 DATA FOR COLLECTION OF METER READING (SMARTPHONE BASED)

The Service Provider shall obtain the relevant data regarding meter reading from IGL prior for collecting meter reading. The meter reading data would also consist of following details:

- 3.1 The "Standard Meter Reading" comprises of the readings collected by the Service Provider under:

Sr. No.	Category	Considered for Invoicing
1	Normal Case	Yes*
2	Premise Lock Case	No
3	Temporary Disconnection case (Without Device Removal)	Yes*
4	Temporary Disconnection case (With Device Removal)	Yes*
5	Permanent Disconnection case	Yes*
6	Meter Change Case	Yes*
7	Incorrect Meter Number	Yes*
8	Meter Defective	Yes*
9	Tempering with Meter/ Malpractice	Yes*
10	Negative Consumption	Yes*
11	Zero Consumption	Yes*
12	Address not found case/incorrect Address	No
13	Customer Refusal	No
14	Awkward Location of Meter	Yes*

*The above mentioned in table shall be applicable only subject to audit report of IGL team. It shall be prerogative of IGL to decide the sample size for auditing the meter reading collected data provided by Service Provider.

- 3.2 It is at the discretion of IGL to include or exclude the constituents of the categories in Standard Meter Reading.
- 3.3 MRU contains the list of customers in a particular area / localities. IGL sets localities which falls under one MRU and creates MRU accordingly. On activation of any new MRU, it will be shared with the Service Provider.
- 3.4 The Service Provider has to, for all cases that have been billed estimated for the first time, additional efforts such as calling customers before visiting them, visiting customers on weekends or in early/late hours, obtaining customer availability details from the neighbors/RWA etc. have to be put in by meter readers to get the photo reading of that customer. Since the meter reading will be done quadrimester basis. Invoicing cycle shall be of bi-monthly basis. Each D-PNG customer shall be invoiced retail and estimate after every 2 months consecutively. Service Provider must ensure that the number of repeated estimated billed cases shall be as low as possible, preferably not more than 2 times.
- 3.5 If the meter reader finds the house locked, he shall leave a "Sorry! We Missed You" sticker/tag (with contact details of the meter reading agency) at the front door of the customer. The cost of printing stickers/tags (design to be approved by IGL) is to be borne by Service Provider. Service will have to obtain the confirmation of the design/size of Sicker/Tag from IGL. Any premise lock case submitted without adequate proof would not be entertained and viewed seriously.

- 3.6 In both type of meter reading categories, in case of house found locked cases, the meter reader shall call the customer and visit the customer's premises at a convenient time as per the customer and record the meter reading.
- 3.7 The meter reader shall visit the customer's premises for a minimum three times and make reasonable endeavour to collect meter reading before submitting the "lock" status to IGL, upon which the customer shall be billed on estimation basis. The 3rd visit by meter reader on premise lock cases should be made on public holidays / weekends to increase the possibility of finding the customers. IGL shall not pay the Bidder for readings received as "lock".

4.0 SMARTPHONE BASED METER READING PROCESS

- 4.1 The Service Provider shall distribute the list of customers to the meter readers on their device through portal provided by IGL.
- 4.2 The Service Provider will send SMS and automated voice message to customers before collection of meter reading. The content and format of SMS and automated voice message shall be first approved by IGL. The cost of SMS and automated voice message shall be borne by Service Provider.
- 4.3 The meter readings shall be submitted by mobile application provided by IGL.
- 4.4 The photographs clicked along with the meter reading, shall be send to the IGL server.
- 4.5 If in case the service provider representative declares the case as house lock or customer refusal, a SMS and automated voice message shall be triggered to the customer intimating him the status. The cost of sending the SMS and automated voice message shall be borne by Service Provider.
- 4.6 Validations/alerts as provided through mobile based software application should be applied at field level at the time of meter reading. Separate training for the same will be given to all meter readers regarding the same.
- 4.7 The Service Provider shall arrange to provide the data after completion of meter reading activity, to IGL in a format as desired by IGL.
- 4.8 The meter reader shall visit the Zonal control room/ IGL Corporate Office / Zone regularly to collect the relevant data / format & update the list accordingly. The Service Provider shall be keep soft data related to meter reading activity during the entire contract period and shall submit to IGL as and when asked. The reports format shall be prepared by IGL.
- 4.9 The Service Provider shall coordinate with designated employees (viz. AMO, ZMO etc.) of IGL for carrying out meter reading.
- 4.10 The Bidder shall provide exception reports and inform IGL for necessary actions.
- 4.11 The Bidder shall maintain data security to avoid any theft of data for any misuse. The entire data available with bidder shall be the sole property of IGL and should not be shared or misused in any form.

5.0 TECHNICAL REQUIREMENT

- 5.1 The Service Provider should have the capacity to run a well-designed Meter Reading Facility having latest technologies like Automated Voice Call message service, SMS etc.
- 5.2 The Automated Voice Call Message Service: The content shall be first approved by IGL (AGM and above designation). The MIS of the voice message must be submitted to IGL on monthly basis. The cost shall be borne by Service Provider. The content may contain IGL customer care number and IGL WhatsApp number.
- 5.3 Unique Business WhatsApp Numbers: WhatsApp number shall be provided by IGL and expense of WhatsApp number shall be borne by IGL. The WhatsApp numbers should be of IGL only which will be taken care by Service Provider. The handset shall be provided by Service Provider for WhatsApp.
- 5.4 The charges of SMS, automated voice call message will not be paid separately and is inclusive in per reading rates.
- 5.5 Average Meter Reading Completion Ratio (MRCR) per month should be 10 score. MRCR report shall be obtained with the help of portal data and data verified by AMOs (Area Marketing Officer).

- 5.6 Separate desks for Project Manager, Team leader, Quality-Audit & Training and MIS shall be provided by service provider dedicated only for IGL Meter Reading Collection Project.

Note: the manpower deployed for IGL project should not be deployed projects other than IGL. Finding such deviation/violation, a penalty shall be imposed on service provider.

- 5.7 GPS co-ordinating mapping of each customer shall be done by Service Provider to ensure incorrect address/ address not available. IGL team shall provide assistance to service provider.

6.0 METER READING FEATURES OF PNG DOMESTIC CUSTOMERS

The salient features of PNG domestic segment are given below:

- 6.1 Billing frequency of Customer: Bimonthly (Alternative cycle of Retail and Estimate)
- 6.2 These are the tentative quantities which may subject to change. The no. of customers mentioned above in the tabular column includes AMR installed meters.
- 6.3 There will be no minimum guarantee for the quantity of number of PNG connection for which the meter reading needs to be taken. Service Provider shall plan manpower according to allotted data portion wise.
- 6.4 No claim shall be entertained if the quantity of no. of PNG customers of whom meter reading needs to be taken decrease from the numbers mentioned above.
- 6.5 The tentative quantities are subject to change during the course of tender as per discretion of IGL. So the applicable rates in line item of the SOR will be paid to the service provider subject to quantities.

7.0 TERMS AND CONDITIONS

- 7.1 Vendors shall follow the following steps:

- 1) The portion wise list of customers shall be shared with the Service Provider under Standard Meter reading category for collection of meter reading. IGL may separately share the list of Repeated Estimated cases so that the reading shall be collected.
- 2) The Service Provider shall ensure 100% site visit of cases allotted in a portion i.e. all customer premises shall be visited notwithstanding the case fall under any of the scenarios as mentioned in the scope of work viz. house lock, customer refusal etc. Violation of this attract penalty as mentioned in the contract/PO.
- 3) The Service Provider in Standard Meter reading category shall put all its efforts in collecting more than 90% meter reading in each portion. Violation of this attract penalty as mentioned in the contract/PO.
- 4) The report generation would be carried out by a customized software. The cost of the development and maintenance of software would be borne by the IGL.
- 5) The method of collecting meter reading shall be through Smartphone based meter reading collection. The Service Provider shall take the photo of meter reading based upon the mobile based application. If any incoherence is observed between the two, or any one of them is missing, such cases may be treated as wrong meter reading cases.
- 6) The Service Provider shall arrange to distribute the data among adequate number of meter readers for completion of exercise within the defined time frame.
- 7) In Standard Meter Reading, the meter reading activity is to be completed within a timeframe of 28 days from the date of handover of the list of customers for meter reading.

Portion	Meter Reading Activity to be started from	Meter Reading Activity to be closed to
Odd	1 st day of the odd month (viz. Jan, Mar, May....) (beginning of the day)	28 th day of the odd month (end of the day)
Even	1 st day of the even month (viz. Feb, Apr, Jun) (beginning of the day)	28 th day of the even month (end of the day)

Service Provider shall ensure that meter reading should be collected through smart phone based meter reading collection. In exceptional cases, either customer premise is found locked, reading submitted through WhatsApp shall only be considered as mentioned below.

Scenario	Parameter to be checked prior to acceptance through WhatsApp	Meter Reading Through WhatsApp
House Lock case	Photo of house lock with tag/sticker	Accepted

The WhatsApp numbers should be of IGL only which will be taken care by Service Provider. The handset shall be provided by Service Provider for WhatsApp.

In case delay in pushing data on portal, Meter reading collection percentage shall be calculated on pro rata basis as per Illustration given below:

Illustration: there is delay of 02 days in pushing data on portal in odd portion. The reading collection activity is delayed by 02 days i.e. started on 3rd day of the month. The data pushed in that portion is 100. The total reading collected of this portion at the end of the day of 28th day of the month is 80. Then, reading percentage shall be calculated as

$$\% \text{ reading collection} = (80) / (100 * (26/28))$$

Reading submitted through WhatsApp shall only be considered for 07 days from the end of the portion date as mentioned in the above table. In any case, the meter reading submitted after the said period, service provider shall not eligible to claim such cases.

Note: Service provider shall plan the activity of meter reading collection through smartphone based and through WhatsApp of each portion so that the aforementioned timeline for submission of meter reading should not exceed. Service Provider should plan considering every aspects and scenarios of scope of work viz. multiple visits to customer premises etc. for meter reading collection within 28 days' timeline as mentioned in the scope of work. No additional timeline shall be given in any conditions.

- 8) In Standard Meter Reading category, in every billing cycle/portion, minimum 90% of the readings received should be photo based meter readings. The service provider shall submit invoice on monthly basis but it should clearly mention the portion wise data and meter reading %. Penalty shall be imposed on non-achievement of target of 90% in each portion wise. The incentives shall also be given accordingly portion wise.
- 9) The Service Provider shall maintain the records of all existing customers and continuously update the same by coordinating with IGL.
- 10) The meter reader shall visit the customer's premise for recording the meter reading. The meter reader shall make door to door visit of all the installation and record the meter reading. Meter reader visiting customer premise should have a valid ID card with company stamp/QR code and should be in proper uniform. The color & pattern of the uniform will be common for all the Service Provider and to be decided after the consent with IGL. Cost of ID cards & uniform will be in the scope of bidder. IGL may carry out surprise checks to Service Provider's office as well as in field and if it is found that the meter readers are either not carrying ID card or not in proper uniform, a penalty per instance may be imposed on the service provider. Suitable warning shall be given on first instance.
- 11) Premises visits by the meter reader should be made between 8am - 6pm on all days for all cases until and unless customer has given a specified time for the visit.
- 12) Service Provider should have adequate manpower & mobile phones available with them at all times to complete the meter reading exercise within the timeframe.
- 13) The smart phone based meter reading data including photo/meter reading data should be collected by the meter reader and in routine should be checked before forwarding to IGL. A supervisor at Service Provider's end should validate & check the correctness of data. The data prior to submission for invoicing should be shared with AMO of each zone after completion of portion for verification. IGL

shall audit the data as and when required. Sample size shall be decided by IGL. If data once sent to IGL does not meet the quality standards, such may not be considered for payment.

- 14) Before submitting any case under "Customer Refusal" head, special efforts (like calling/visiting that customer again) should be made by meter reader agency to collect the meter reading. If still the reading could not be obtained, proper reason for the refusal should be submitted for each case.
- 15) In both type of Meter Reading categories, for all the cases reported under "Awkward Position" head, meter reader should request for stool/selfie stick from the customer or some support that can enable him to get a clear photo of the meter.
- 16) No cases will be entertained under "Address Incomplete" head. If in case Service Provider finds any error in the address mentioned, meter reader needs to call the customer and take corrective measures along with obtaining the meter reading. All such activities/corrections should be intimated to IGL as and when they are noticed/carried out.
- 17) In order to ensure the clear photo of meters, the meter readers should carry a cloth to clean the index panel of meter and also carry a small torch.
- 18) In case of any loss of data, service provider needs to revisit the customer premise again to get the photo reading of that customer.
- 19) The Service Provider shall have established Zonal Office in each zone which is its area of operation allocated to it in Delhi /NCR for carrying out necessary meter reading activities. It is advisable that in case service provider is yet to establish the office, the same should be established within 15 days of clearance from IGL, at suitable location in allotted work area to facilitate the meter reading process as per the requirement. The office will be equipped with all basic infrastructures like telephone connectivity, computer with latest configuration, furniture & fixtures etc.
- 20) Before recruiting any meter reader, police verification of that individual should be undertaken by the Service Provider. Proper record of meter reader including Name, qualification (as stated below), training certificate, police verification certificate etc. be updated and should be available with the bidder at all time. Bidder needs to submit a fresh updated list of meter readers to IGL on monthly basis.
- 21) Service Provider all the liasoning work for any complaint against any meter reader should be taken care by Service Provider itself. Service Provider to indemnify IGL for any harm caused to/by their meter readers.
- 22) Cases related to behavior/wrong act of the meter reader, if communicated to bidder by any means, should be closed within 24 hrs. of reporting and action taken report should also be submitted to IGL in writing. Service Provider to ensure that if any meter reader is once terminated, he is not readmitted in system at a later stage. If any such case is found, penalty will be imposed by IGL on the service provider.
- 23) The Service Provider shall be responsible for generation of periodical reports in formats as desired by IGL.
- 24) The meter reader should be minimum eighth standard qualified having knowledge of English & Hindi and be proficient in using the Smartphone. The meter reader should have a provision of making outgoing & incoming calls for urgent communication.
- 25) The Service Provider shall ensure that only properly trained meter readers are deployed in the field for meter reading exercise.
- 26) The Service Provider shall coordinate with designated employees of IGL for carrying out the meter reading. Also, the bidder shall keep himself abreast of the developments in the mobile software, if any, for meter reading collection and ensure that only prescribed version is used for the meter reading exercise.
- 27) The Service Provider shall provide exception reports in desired format and inform IGL for necessary actions.

- 28) The Service Provider shall maintain data security to avoid any theft of data for any misuse. The entire data available with service provider shall be the sole property of IGL and should not be shared or misused in any form.
- 29) Full & Final settlement letter of field executive to be submitted by service provider whenever any manpower separated from the organization.

7.2 Salary Disbursement

- (a) Service Provider shall ensure the timely payment of wages to meter reader. The wages shall be in order of state or UT government minimum wages whichever will be applicable as per statute.
- (b) Labour license must be obtained by service provider for carrying out IGL meter reading collection work.
- (c) All statutory laws must be obeyed and followed by service provider.

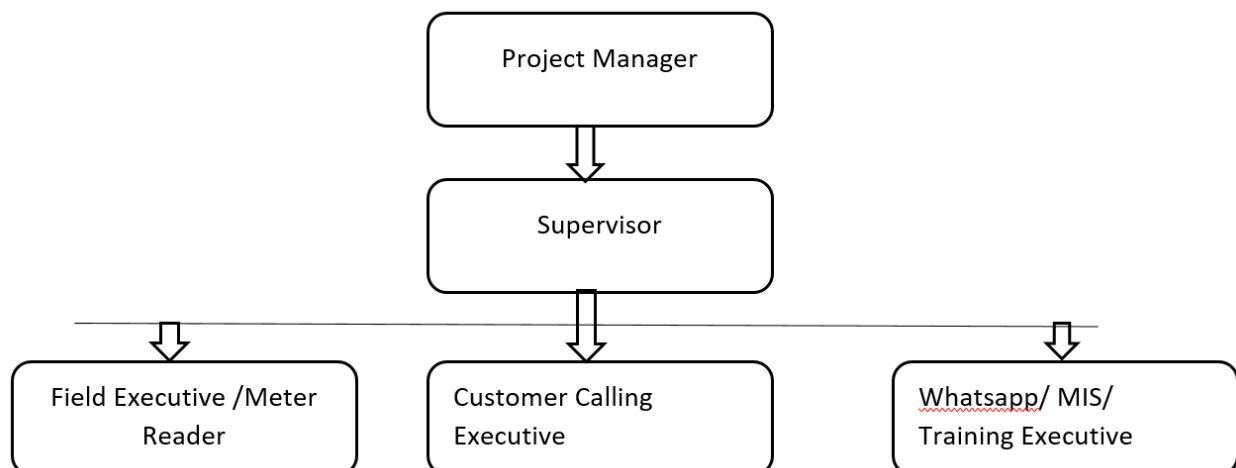
7.3 Invoicing

Service Provider shall submit following documents along with invoice in (hardcopy):

- (a) Undertaking by service provider regarding timely disbursal of salary to manpower along with details.
- (b) Data related to meter reading collection percentage portion wise.
- (c) MIS summary sheet of portion.
- (d) Monthly MIS containing Manpower Productivity Report
- (e) Monthly MIS containing Manpower details with attrition and new addition in manpower.

Note: in case service provider pay salary to the hired manpower after 7th of each month then suitable penalty shall be imposed on service provider. Repetitive violation may lead to termination of contract. Penalty doesn't mean in any case that service provider is free from the duty of paying wages to his/her hired manpower. Service provider will have to pay minimum wages to his/her manpower within the stipulated time period as per law. Penalty shall be imposed only for the purpose of deterrence to non-compliance of the same. Vendor must ensure timely salary disbursal to manpower. The invoice shall be submitted within 15 days of month closure.

7.4 Organogram



- (1) Each zone
In Delhi
- SOR -I**
- a) South Delhi,
b) East Delhi,
c) Central Delhi
- SOR-II**

- a) North Delhi,
 - b) West Delhi,
- SOR-III**
- a) Noida,
 - b) Greater Noida,
 - c) Ghaziabad &
 - d) Hapur
 - e) Gurugram

- (2) The organogram as mentioned above shall be followed in each zone and GAs.
- (3) There must be one dedicated Project manager assigned in Delhi - (South, Central & East), and NCR for that region only.
- (4) There must be at least one supervisor in each zone of Delhi & NCR dedicated only for that area.

7.5 Salary Structure of Manpower

Sr. no	Type of Manpower	Minimum wages category
1	Meter Reader/Field Executive	Unskilled (State/UT Minimum Wages)
2	Supervisor	Semi-Skilled (State/UT Minimum Wages)
3	Project Manager	Skilled (State/UT Minimum Wages)

Note: Unit Rate of per meter reading must include minimum wages payment for manpower considering revision of manpower in 02 years, SMS, WhatsApp, uniform and other miscellaneous costs. All costs related to handling meter reading project as mentioned in scope of work must be borne by Service Provider. IGL shall not pay anything other than SOR line item/items.

7.6 Meter Reading Completion Ratio (MRCR)

MR CR (Meter Reading Completion Ratio)						
Sr. No.	Parameters	Target [A]	Marks [B]	Achieved (in %) [C]	Formula for score calculation	Score [D]
1	Normal Reading %	>=90%	3.5		[D]=[C]/[A]*[B]	
2	Premises visit % (in month Odd/Even portion)	100%	3.5		[D]=[C]/[A]*[B]	
3	3rd time Repeated Estimate Reading/VIP customer (Reading collection)	100%	3		[D]=[C]/[A]*[B]	
Total			10			

- (a) Meter reading performance shall be evaluated on the basis of MRCR.
- (b) 3rd time repeated estimate/VIP case data shall be provided by IGL on monthly basis. The maximum target for a month shall be limited to 10,000 cases.

7.7 Penalty and Incentives

Penalty shall be levied as per below mentioned table

Penalty	Deduction of the calculated amount against meter reading collection	
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		Achieved (Y)/instance/% wrong finding/MRCR score	(Z)	Penalty [P] = [Z](except line No 2,3,4and 5,6) x calculated amount against meter reading collection
1	Normal Reading	>=90%	0%	
		90%>to >=85%	5%	
		85%> to >=80%	10%	
		80%> to >=75 %	15%	
		75%> to >=70%	20%	
		less than 70%	30%	
2	Customer misbehaviour/VIP case not attending in portion	per instance	Rs. 100	
3	Dress code	per instance	Rs. 100	
4	Sample site visit Audit Observation by AMOs	per instance	Rs. 100	
5	In case of payment of wages to hired manpower after 7 th of the month for the work carried out in the previous month.	Per instance	Rs. 100/day late in disbursal of salary of all manpower	
5	Regular case photograph Audit of Portion	Y = [(total wrong or incorrect findings)/ total audit done cases] x100	Y	
6	Failure to deliver automated voice message service/ WhatsApp services	Per instance from the date of intimation regarding failure till confirmation received from the service provider for resumption/delivery of services	Rs. 500/day	
7	MRCR Achieved score	10	0%	
		10> to >=9	1%	
		9> to >= 8	2%	
		8> to >= 7	3%	
		7> to >=6	4%	
		less than 6	5%	

The calculated amount against meter reading collection shall be calculated as per the formula given below:

Calculated Amount against meter reading collection = correct meter reading (after verified data and audit observations by IGL) x Unit Rate of Meter Reading x 1.18

Incentives:

The incentives shall be given to service provider depending upon achieving the reading percentage:

Meter Reading %	Incentives (in terms Percentage of calculated amount against meter reading collection)
> 91 to <=93	2%
> 93 to <=95	5%
>95 to <=98	8%
>98 to <=100	10%

8.0 DELIVERABLES

Apart from submitting a weekly report to the Designated Officer of IGL, the Service Provider will ensure the timely submission of the following reports as deliverables.

Exception Reports:

Few major exception reports desired are:

- (a) Premises locked - repeated estimated bill cases (more than 2 times)
- (b) VIP - house found locked cases
- (c) Connection existing but Billing not done
- (d) Details of defective meters
- (e) Details of meters with seals broken & glass broken
- (f) Details of wrong/incomplete meter number at site vis a vis records
- (g) Details of customers with meter changed
- (h) Permanent Disconnection (PD)/ Temporary Disconnection (TD) cases
- (i) New connection - First time bills
- (j) Theft/ malpractices observed
- (k) Details of permanent house lock cases.
- (l) Any other report as per the scope of the work would be provided.

Terms of Payment

Payment will be released on monthly basis within 45 days on submission of invoices along with requisite documents as advised and duly certified by Engineer-in-Charge. All bills have to be submitted latest by 7th of next month for the preceding month payment.

9.0 SCOPE OF WORK FOR METER READING OF INDUSTRIAL & COMMERCIAL CUSTOMERS

- 9.1 Indraprastha Gas Limited (IGL) is in the business of providing piped natural gas to industrial & commercial customers Delhi, U.P., Haryana, Rajasthan. The salient features of PNG industrial & commercial segment are given below:
- 9.2 There will be no minimum guarantee for the quantity of number of PNG connection for which the meter reading needs to be taken. No claim shall be entertained if the quantity of no. of PNG customers of whom meter reading needs to be taken decrease from the numbers mentioned above.
- 9.3 Note: For billing to IGL customer, each installed Meter (including all the counters) shall be treated as a single case Large I&C > 2000 SCMD (whose daily reading is required) may be considered approximately 55-65 in first year & 75-85 in second year.
- 9.4 Definitions:
- (a) Meter- means the device used for recording the PNG consumption of the customer through mechanical counter or electronic display.
 - (b) Meter Reading- means the value of the counter available on the meter in the form of mechanical counter or/and electronic display used for calculating the consumption.
 - (c) Meter Reader- means the authorized person assigned by the vendor to collect the meter reading of customers.
 - (d) Wrong Meter Reading- means any readings provided by the vendor under the following:
 - (e) Incorrect reading/Fictitious reading (through complaint by customer or through IGL validation)
 - (f) Incoherence between photograph & the corresponding reading.

10.0 METER READING FREQUENCY OF A CUSTOMER

- 10.1 Large Industrial & Large Commercial customers (having consumption > 2000 SCMD): On Daily Basis
- 10.2 Other Large Industrial & Large Commercial customers & Small Industries: On Weekly Basis
- 10.3 Small Commercials: On Fortnightly Basis
- 10.4 *The Industrial & commercial customers may be distinctly placed within the Delhi & NCR region.

11.0 THE BROAD SCOPE OF WORK IS AS UNDER

- 11.1 The Vendor shall obtain the relevant data / format regarding meter reading from IGL prior to collecting the meter reading. The meter reading data would consist of list of customers whose reading is to be collected.
- 11.2 The Vendor shall arrange to distribute the data among adequate number of meter readers for completion of exercise within the time frame. (Large Industrial & Large Commercial for >2000 SCMD- Daily, Other Large Industrial & Large Commercial customers & Small Industries-Weekly i.e on 1st, 8th, 16th, 24th of the month), Small Commercial - Fortnightly i.e on 16th & 1st of the month).
- 11.3 In case of certain industrial/commercial customers' proper authorization letter is required for meter reader. The vendor must issue the consent to the meter reader based upon the authorization letter from IGL, prior to sending the meter reader for collection of meter reading in such cases.
- 11.4 Vendor should have additional resources to deal with urgent cases other than periodic reading. On such cases, the meter reading is required on the same day.

12.0 METHOD OF COLLECTING THE METER READING

The method of collecting meter reading may be one or more of the following options:

- 12.1 Basic Meter reading process (on paper, without using any customized software)
- (a) The Vendors shall provide the meter readers with the list of customers for whom the meter readings have to be collected
 - (b) The meter readers shall collect the meter readings (on hard copy) as per the format given by IGL.
 - (c) The meter readers shall collect the signature of meter readings (in the format prescribed by IGL) from all I&C customers as per the following frequency:
 - (i) Large Industrial & Large Commercial - 16th & 1st of every month
 - (ii) Small Industrial & Small Commercial - 1st of every month
 - (d) In case the meter installed at customer's premise has multiple registers (counters) then the reading of all the counters (for e.g. Mechanical, Uncorrected & Corrected Reading) is required & will be considered as one meter reading.
 - (e) In case of multiple registers (counters), if the complete set of mechanical, EVC corrected & EVC uncorrected is not received or only certain part of the set is received, such incomplete readings shall not be considered for payments towards meter reading charges.
 - (f) On 1st & 16th of every month, the photographs of all the metes & their respective counters are required along with the meter reading. These photographs are required to be mailed to designated IGL employees with customer name & meter number as the name of those files.
- 12.2 The Data entry operators would enter the meter readings on computer to generate a soft copy in the format as prescribed by IGL, make a consolidated file and send the same to IGL authorized representative as and when required.

The method of collecting meter reading is subject to change as per the decision of the management of IGL.

The process of meter reading from the manual (basic) meter reading to smart phone based meter reading is under implementation.

12.3 Smartphone based Meter reading

- (a) The Vendor to distribute the list of customers to the meter readers on their Smartphones through GPRS.
- (b) Further, the meter readings once entered, would automatically be converted into soft copy.
- (c) The photographs clicked along with the meter reading, shall be send to the IGL server.
- (d) After successfully updating the billable meter reading through smart phone automatic email to the customer to be triggered through the system.
- (e) In case the meter installed at customer's premise has multiple registers (counters) comprising of mechanical, EVC Corrected & EVC uncorrected readings, then the reading of all the counters is required to be captured & will be considered as one meter reading.

- (f) In case of multiple registers(counters), if the complete set of mechanical, EVC corrected & EVC uncorrected readings is not received or only certain part of the set is received, such incomplete readings shall not be considered for payments towards meter reading charges.
- (g) Validations/alerts as provided through mobile based software application should be applied at field level at the time of meter reading. Separate training for the same will be given to all meter readers regarding the same.
- (h) The report generation would be carried out by a customized software (Cost of the Smartphone software would be borne by IGL) Even after shifting from basic meter reading to smart phone based meter reading, there might be some cases where IGL may still continue with basic meter reading.

13.0 GENERAL OBSERVATIONS & ACTIONS TO BE DONE BY METER READERS

13.1 The meter reader, upon visiting the customer's premises, would observe mainly the following cases:

- (a) Normal Case - The meter reader is able to collect the meter reading of the customer successfully.
- (b) Lock Case - The meter reader finds the customers premises locked/doesn't have access to the meter.
- (c) Temporary Disconnection - The customer has opted for temporary disconnection. The meter reader shall nevertheless collect the meter reading.
- (d) Permanent Disconnection - The customer has requested permanent disconnection of the PNG installation at his/her premise. The meter reader shall report such cases to IGL in their exception report.
- (e) Meter Change Cases - The customers meter/Electronic Volume Corrector (EVC) has been changed recently. The meter reader shall collect the meter reading and note the new meter number for rectification of records.
- (f) Wrong Meter Number/ Meter number not clear - If the actual meter number is not clear/legible, the meter reader shall forward the list of such cases to IGL for rectification.
- (g) Meter defective - The customer's meter is found to be defective by the meter reader. The meter reader must report the same to IGL appropriately.
- (h) Tampering with Meter/ Malpractices - The customer's meter is found to be tampered with.

13.2 The meter reader shall forward the details of such customers to IGL.

- (a) Negative Consumption (applicable for basic meter reading) - The customer's current meter reading is lower than previous meter reading. The meter reader shall collect the latest meter reading and forward the details to IGL.
- (b) Zero consumption (applicable for basic meter reading) - An exception report (format as prescribed by IGL) to be prepared and sent to respective Marketing Officers in case the customers current reading is same for consecutive 3 days for Large, & consecutive 2 times for small industrial and commercial cases.
- (c) In case of Large Commercials / Govt. Organizations, Meter Reader shall call upon the customers and take the permission for entering the premises or make necessary passes for entry.
- (d) Wherever Metering Skid is locked in a cage, the keys of the lock are to be collected from IGL. One set of keys shall be in custody of the vendor. The vendor must ensure that the Meter reading person engaged by him does not hands over the keys to any person without written permission from IGL. The keys shall be handed over back to IGL on termination, expiry or suspension of services. Surprise checks shall be carried out by IGL in this regard & strict action to be taken against the vendor in case of defaults observed.
- (e) Meter Damage- The customer's meter is found to be damaged. The meter reader shall forward the details of such customer to IGL immediately.
- (f) While collecting the meter reading, if the meter reader observes any leakage in the pipeline stream of IGL, then the meter reader shall immediately inform about the same to IGL.
- (g) Not legible: The meter reader is unable to take the meter reading due to smoky glass/glass broken.

- (h) The Vendor shall arrange to provide the above mentioned cases after completion of meter reading activity, to IGL in a format as desired by IGL. The above mentioned list is subject to change as per the requirement.
- (i) In case, during the course of meter reading activity, meter reader discovers a commercial unit with PNG connection, whose details are not included in list collected from IGL, he shall collect full details of connection & consumer, and shall forward the same to IGL with latest meter reading.
- (j) The meter reader shall visit the Zonal control room/ IGL Corporate Office / Zone regularly to collect the relevant data / format & update the list accordingly. The Vendor shall be responsible for generation of periodical reports in formats as desired by IGL.
- (k) The Vendor shall coordinate with designated employees of IGL for carrying out the meter reading.
- (l) The Vendor shall provide exception reports and inform IGL for necessary actions.
- (m) The Vendor shall maintain data security to avoid any theft of data for any misuse. The entire data available with vendor shall be the sole property of IGL and should not be shared or misused in any form.

14.0 DELIVERABLES

Apart from submitting a daily / fortnightly / weekly/ report to the Designated Officer from IGL, the Vendor will ensure the timely submission of "Exception Reports" as deliverables. Few major exception reports are listed below:

- (a) Premises locked
- (b) Billing not done
- (c) Zero Consumption Cases
- (d) Details of defective meters
- (e) Details of meters with seals broken & glass broken, meter illegible
- (f) Details of same or less meter reading as compared to previous meter reading
- (g) Details of meter number different at site
- (h) Details of customers with meter changed
- (i) Permanent Disconnection (PD)/ Temporary Disconnection (TD) cases
- (j) New connection- First time bills
- (k) Theft/ malpractices observed
- (l) Misuse cases
- (m) Any digging near the transition fitting/MRS installed inside the customer premise.
- (n) Number of leakage cases observed in a fortnight with current status.
- (o) Any new construction done by the customer near the MRS.

Any other report as per the scope of the work would be provided.

Note: The payment terms, penalties and incentives shall be applicable same as domestic (daily, weekly, fortnightly and monthly basis shall be considered as per I&C scope of work instead of 28 days' portion as applicable in domestic, same shall be applicable wherever needed to correlate with domestic penalties and incentives segment)

SECTION II
SCOPE OF WORK
SPEACIAL METER READING

1.0 SCOPE OF WORK

- 1.1 The Scope of Work under this tender includes providing the services of Direct Meter Reading Collection Agents (DMRA) for collecting meter reading either the left cases of portion by standard meter reading collection service provider of IGL or as and when required by IGL in NCT of Delhi, Noida, Greater Noida, Ghaziabad & Hapur and Gurugram.
- 1.2 The Service Provider shall provide manpower to IGL as per the below mentioned table.

Zone	Manpower Required per day	Manpower required (including relieving factor) per month	Supervisor
Delhi-South	4	5	1
Delhi-Central	2	2	1
Delhi-East	4	5	1
Delhi-North	4	5	1
Delhi-West	5	6	1
Sub Total (Delhi)	19	23	5
Gurugram	1	1	1
Sub Total (Haryana)	1	1	1
Ghaziabad	4	5	1
Greater Noida	3	3	1
Noida	3	3	1
Sub Total (U.P)	10	11	3
Total	30	35	9

***considering avg. 60 readings are collected in special cases daily**

- 1.3 The service provider shall pay the wages to manpower as per the state/UT minimum wages with all necessary statutory compliances:

Minimum Wages of State/UT			
	Haryana (Gurugram)	Uttar Pradesh (Noida, Greater Noida and Ghaziabad-Hapur)	Delhi
w.e.f	01.07.2024	01.10.2024	01.10.2024
Category of Worker	Skilled-B	Skilled	Skilled
Basic Salary	13,372.67	13,186.00	21,917.00
EPF @13% (on the ceiling of Rs. 15000)	1,738.45	1,714.18	1,950.00
Insurance Cover in lieu of ESIC/GPA/GPI (@3.25% on the ceiling of Rs. 21000)	434.61	428.55	682.50
Minimum Bonus 8.33% on basic/ex gratia	1,113.94	1,098.39	1,825.69
Leave Encashment @ 7.4% of the basic	989.58	975.76	1,621.86
Sub Total As per statutory obligation	17,649.25	17,402.88	27,997.04
Fixed Special Allowance	8,000.00	8,000.00	0.00
Grand Total	25,649.25	25,402.88	27,997.04

Minimum Wages of State/UT			
	Haryana	Uttar Pradesh	Delhi

INDRAPRASTHA GAS LTD.	STANDARD METER READING	IGL/ET2/CP/CP18375
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w.e.f	01.07.2024	01.10.2024	01.10.2024
Category of Worker	Semi-Skilled –B	Semi-Skilled	Semi-Skilled
Basic Salary	12,129.38	11,772.00	19,929.00
EPF @13% (on the ceiling of Rs. 15000)	1,576.82	1,530.36	1,950.00
Insurance Cover in lieu of ESIC/ GPA/GPI(@3.25% on the ceiling of Rs. 21000)	394.20	382.59	647.69
Minimum Bonus 8.33% on basic /ex gratia	1,010.38	980.61	1,660.09
Leave Encashment @ 7.4% of the basic	897.57	871.13	1,474.75
Sub Total As per statutory obligation	16,008.36	15,536.69	25,661.52
Fixed Special Allowance	7,500.00	7,500.00	0.00
Grand Total	23,508.36	23,036.69	25,661.52

- 1.4 Labour license must be obtained by the Service Provider for providing services to IGL.
- 1.5 Any central/state/UT statute must not be contravened and violated. It should be strictly followed

2.0 DIRECT METER READING COLLECTION AGENTS (DMRA) KRA

- The DMRA shall work as per instructions received from IGL from time to time.
- The DMRA shall follow the instructions given by Area Marketing Officer of the particular zone.
- The DMRA will be given a dedicated zone under AMO-IGL. But it shall be prerogative of IGL to allocate and transfer job location of DMRA across Delhi-NCR (Noida, Greater Noida, Ghaziabad and Gurugram).
- IGL may discontinue the service of any DMRA (manpower) and may ask for the replacement of the existing DMRA on the basis of IGL own discretion with the 01 month notice period given to Service Provider. IGL shall not provide the reason for the discontinuation of service of DMRA. It shall be duty of service provider to accommodate and comply all statutory laws.
- Minimum target of reading collection per day shall be 60. DMRA has to collect at least 60 readings by visiting manually at customer premise per day.
- IGL may give additional task to DMRA as and when required with the notice period of 01 month to Service Provider.
- The Service Provider shall provide the DMRA as per the number required zone wise. It is the duty of service provider to fill the vacancy of manpower due to any reason.
- The Service Provider shall provide uniform to DMRA. The uniform shall be first approved by IGL. It is duty of Service Provider to ensure that DMRA should follow every instruction of IGL.
- The service Provider shall provide behavioural and POSH training to DMRA from time to time at least once in a month. The service provider shall submit report of training to IGL.

3.0 SUPERVISOR KRA

- Each zone will have one dedicated supervisor.
- Service provider shall provide Desktop-CPU along with necessary accessories to each supervisor.
- Supervisor shall also work under guidance of AMO-IGL
- Supervisor shall do the manpower planning as per the data provided for meter reading collection.
- He shall allocate the cases to the manpower of his zone.
- He shall prepare MIS along with site visits as and when asked by IGL.

- 3.7 He can be given additional task as and when required by IGL.
- 3.8 IGL may discontinue the service of any supervisor and may ask for the replacement of the existing supervisor on the basis of IGL own discretion with the notice period given to Service Provider. IGL shall not provide the reason for the discontinuation of service of supervisor. It shall be duty of service provider to accommodate and comply all statutory laws related to labour.

4.0 MANPOWER RECRUITMENT/HIRING GUIDELINE

4.1 Qualification

- (a) DMRA should be minimum qualification of diploma (technical) or graduate degree.
- (b) Service provider must have the relevant document regarding qualification of DMRA. IGL may ask to provide the copy of the same as and when required.
- (c) Supervisor should have minimum graduate and PGDM certificate.
- (d) Service provider must have the relevant documents of supervisor. IGL may ask to provide the copy of the same as and when required.

4.2 Hiring/Recruitment

- (a) All manpower should be interviewed by service provider first then they should be sent for interview by AMO-IGL of the respective zone.
- (b) Manpower should only be hired after getting go ahead from respective zone AMO-IGL.
- (c) Prior to deployment on job, all manpower should have valid police verified documents. Without this, they can not be deployed on job.

4.3 Salary disbursement

- (a) Service Provider shall ensure the timely payment of wages to meter reader. The wages shall be in order of minimum wages of state or UT government.
- (b) Service Provider shall pay the minimum wages as mentioned in the table.
- (c) Salary should be transferred to bank account of manpower. Payment through any other mode (in case of any unavoidable circumstance) must be sanctioned by IGL prior to disbursement.
- (d) ESI and PF must be paid to meter reader.
- (e) Bonus shall be paid by service provider as a monthly salary component.
- (f) All statutory laws shall be obeyed (viz. labour laws, minimum wages act etc.).
- (g) The Service Provider has to ensure the Minimum Wages, Basic Wages, PF, ESIC, Min Bonus, and Total Monthly Remuneration for DMRA and Supervisory Staff has to be followed strictly as per the break up given above. The CTC for supervisory staff cannot be less than above break-up, however vendor may pay higher allowance as per qualification, experience and designation of the supervisory staff which may be covered in service charges head of the SOR in the price bid.
- (h) The medical insurance in lieu of ESIC shall be disbursed on submission on policy and premium details.
- (i) Bonus & Leave Encashment shall be disbursed as a monthly component. The Vendor must ensure that Casual leave, Earned Leave and National Holiday must be provided to manpower as per the statutory laws of the state.
- (j) The salaries and its component wise break up to be released to the DMRA and Supervisory Staff cannot be lesser than the break up amounts shown in the above table on actual payroll basis.
- (k) The leave encashment @7.4% as a component of salary contains leaves including 03 National Holidays, 15 Earned leaves and 07 casual leaves in a calendar year. This component shall be adjusted in accordance with leave availed and leave encashed by the manpower. Annual Leave reconciliation sheet must be submitted by the service provider at after the end of the calendar year within 01 month.

Note: All the statutory law of the land shall be complied by Service Provider. Any charges/cost which are not mentioned in SOR, Service Provider shall incorporate those cost in service charges while quoting in the bidding. IGL shall not pay any expenses other than the cost which is mentioned in SOR except minimum wages revision differences as per Price Variation Clause mentioned in the tender.

5.0 INVOICING

Service Provider shall submit following documents along with invoice in (hardcopy):

- (a) Bank statement of salary disburse to meter reader where meter reader name should be clearly mentioned along with account number.
- (b) ESI and EPF challans copy
- (c) Bonus paid documents in respective months.
- (d) Data related to meter reading collection percentage portion wise.
- (e) MIS summary sheet of portion.
- (f) Monthly MIS containing Manpower Productivity Monthly MIS containing Manpower details with attrition and new addition in manpower.

Note: Prior to submission of above mentioned documents, all documents should be vet and signed by respective IGL AMO (PNG Marketing).

6.0 PENALTY AND DEDUCTIONS

- 6.1 In case the preceding month salary of manpower is not disbursed on or before the 7th day of the month, then the penalty of Rs. 100 per day per manpower shall be levied after 7th day of the month. Illustration: If DMRA works for the July 2024 month. His/her salary must be disbursed on or before 7th August 2024.
- 6.2 In case of any attrition, the vacuum must be filled within 07 days after the notice received from IGL. In case of delay after 07th day of notice, the penalty of Rs. 100 per day per shortage of manpower shall be levied.
- 6.3 Any Industrial Relation issue shall be resolved within the stipulated time period. In case of any non-cooperation/ negligence, IGL shall have right to impose penalty of Rs. 1000 per case.
- 6.4 In case of non-achieving target of 60 monthly average of normal meter reading collection per day by DMRA solely dedicated for meter reading collection, the penalty shall be applicable as per the given table.

Monthly Average of Normal Meter Reading Collection per DMRA	Penalty Amount/DMRA
≥ 60	Rs. 0
≥ 55 to < 60	Rs. 2500
≥ 50 to < 55	Rs. 5000
≥ 45 to < 50	Rs. 10000
< 45	Rs. 20000

The normal meter reading collection per DMRA shall be calculated after averaging the reading collection done by DMRA in a month. That is total number meter reading collection in a month divided by total number of days he worked in a month.

- 6.5 The service provider has to ensure minimum number of manpower in every zone. In case of shortage of manpower in a day from the prescribed manpower by IGL in each zone, then penalty of Rs. 500 per manpower shortage from the given target shall be levied.

Exception: in case of Fixed holidays/National Holidays, the penalty clause 6.2, 6.4 & 6.5 shall not be applicable. Then the averaging will be done excluding these days.

7.0 INCENTIVES

- 7.1 If DMRA will collect monthly average of normal meter reading collection per day more than 70. Then DMRA will be given Rs. 10 per case as an incentive by service provider. Additionally, service provider will get

incentive of Rs. 5 per case (meter reading collection) on surpassing the target of monthly average of normal meter reading collection per DMRA of 70. Both incentives (DMRA and Service provider) shall be claimed by service provider from IGL.

Illustration: if DMRA monthly average is 73 reading per day. Then he will receive Rs. 30 $((73-70=3) \times 10)$. Service Provider will get incentives of Rs. 15 $((73-70=3) \times 5)$.

Note: The overall incentive amount (including both DMRA and Service Provider) shall be subject to the monthly limit of Rs. 20000 (excluding GST). DMRA and Service Provider incentives shall be subject to monthly limit of Rs. 12000 and Rs. 8000 respectively.

In case of exceeding the incentives amount, top performers will be given priority till the exhaust of the monthly limit. This will be decided by IGL.

8.0 SPECIAL CONTRACT CONDITIONS

- 8.1 All the manpower deployed by the vendor in IGL process shall be paid at par with the rates fixed from time to time in terms of the minimum wages act by the state/UT government concerned.
- 8.2 DMRA (Direct Meter Reading Collection Agents) and supervisory staff shall be paid as per minimum wages of State/UT under Semi-skilled and skilled category respectively.
- 8.3 There will be special allowance provided to DMRA in Noida, Greater Noida, Ghaziabad-Hapur and Gurugram. This special allowance shall be fixed for entire duration of contract period of 02 years.
- 8.4 The Service Provider shall incorporate all the expenses related to operation of special meter reading activity which have been mentioned in the scope of work while quoting service charges.

9.0 TERMS OF PAYMENT

- 9.1 Payment will be released on monthly basis within 45 days on submission of invoices along with requisite documents as advised and duly certified by Engineer-in-Charge. All bills have to be submitted latest by 7th of next month for the preceding month payment.